**RESUME**

**SADHAM**

**SADHAM.368955@2freemail.com**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**OBJECTIVE**

 To obtain a position of IT Admin with tech where I can utilize my System Administration, software, hardware and troubleshooting experience in order to provide the company with a solid support system.

**SUMMARY OF QUALIFICATIONS**

* Highly skilled in providing support and monitoring a business’s core IT resources
* Managing, Troubleshooting and repairing of Servers, Desktops, Laptops and Thinclients
* Managing CCTV Surveillance, Digital Attendance system and Bio Metric systems
* Five years and Six Months of extensive technical experience in IT industry
* In depth knowledge of providing troubleshooting services for both software and hardware issues
* Track record of collaboration with co-workers to achieve maximum efficiency and full system functionality
* Proficient in driving improvements in technology and relates procedures

**PRIMARY SKILLS**

* Active Directory, Server Management and Data Backup
* Routing and Switching
* Hyper-V and Virtualization
* Windows / Mac Operating System Installation and Configuration
* Remote Support using Microsoft™ RDP, Teamviewer, Dameware Remote control
* Troubleshoot Windows(XP/7/8/8.1/10), Windows Server(2003/2008/2012/2016) and Mac-OS
* Mail Server Installation, Configuration and Management (POP/IMAP/Exchange Server/Google Mail Admin)
* Windows™ Products and Other Products installation, configuring and update
* Troubleshoot Windows(Desktops, Laptops and Tablets),Android(Tablets and Mobiles) and Mac™ Products **(**iPhone, iPad, iMac and MacBook)
* Provide E-Mail, Chat and Telephonic Support
* Creating Corporate Network environment(Cabling, Switching, Routing and VPN)
* File, Database Backup and Restore using NAS, Cloud and Tape
* Managing Network and Local Printers and Troubleshooting
* Administrating NAS, SAS, Tapes and Cloud storage
* Nortel, Avaya and Cisco VoIP Telephone Management
* Web Monitoring, Network Monitoring and Server Performance Monitoring)
* Single Sign on, Windows Deployment and Server Automated Scripting

**CERTIFICATIONS**

* CCNA – Cisco Certified Network Associate
* MCSA – Microsoft Certified Solutions Associate

**EXPERIENCE**

**Neocasa Interiors LLC**-Dubai, U.A.E.

**IT Admin** (05 Jan 2015 to 06 Feb 2017)

* Configuring and managing of Servers, Desktops, Laptops, POS and Mac Devices
* Administrate MS Active Directory, Accounts, GPO and File Sharing Management
* Routers and Switching Management
* Managing CCTV Storage and Biometric attendance system
* Maintaining web & Email server and Website updates
* Configure Microsoft outlook and Troubleshooting their issues
* Maintaining the telephone and mobile phone connections, bills and services
* Install, configuration and troubleshooting of OS, software’s on desktop and laptop
* Manage and configure network devices and monitor the network traffic and VPN
* Install, Configure and Troubleshoot local and network printers
* Provide Telephonic and Remote Support
* Ensure proper working order of all terminals and servers at all times

**Wipro Infotech**-Chennai, India.

**Desktop Support Engineer** (05 June 2013 to 22 Nov 2014)

* Install and maintain hardware and software components and VDI terminals
* Managing CCTV Storage and Biometric attendance system and Troubleshooting
* Configure Microsoft outlook and Troubleshooting their issues
* Manage incident resolutions in the Help Desk tool.
* Install and configure software updates on desktop and VDI terminals.
* Update and Manage antivirus database and Manage Antivirus Management Client
* Manage and configure network devices and monitor the IP details
* Install, Configure and Troubleshoot local and network printers
* Remote System troubleshooting(Using MSTSC,DameWare,Teamviewer,GoToAssist)
* Provide Telephonic, E-Mail and Remote Support

**Sans Computers** - Pattukkottai, India.

**Desktop Support Engineer** (25 May 2011 to 24 May 2013)

* Managing customers with their issues on PCs, Laptop, Printers, network and servers
* Provide technical supports, troubleshooting, installation and site visits on need basis
* Installing of OS, Repairing Printers, Networking and server installations
* Interacted with customers into support software and hardware problems and updates
* Virus Cleaning, repair Corrupted OS and Repairing PC, Laptop, Printers and POS
* Assembling new PC, new server and creating Server-Client environment

**EDUCATION**

* BSc in Information Technology | 79.5%

Enathi Rajappa Arts and Science College – 2011, Pattukkottai, India

* HSC in Computer Science | 82.8%

Government Boys Higher Secondary School – 2008, Pattukkottai, India

* SSLC in State Board | 68%

Government High School – 2006, Pattukkottai, India

**PERSONAL DETAILS**

**Hobbies**

* Fishing,
* Social Networking
* Tech Forums (Google Forums, Gsmarenaand Microsoft Insider)
* Sports – Football,Bicycling and Swimming

**Interests**

* Social Activities**,** Charity
* Fishing, Hunting and Travelling
* Travelling – Exploring exotic countries
* Cooking

**DECLARATION**

I hereby declare that the above furnished information is true to the best of my knowledge.